



Position Description Assistant Property Manager

Position Title: Assistant Property Manager

Responsible to: Senior Property Manager

Purpose of Position

This position is to Assist Horizon Housing's Property Managers in the Management of residential National Rental Affordability Scheme (NRAS) properties in accordance with Government Compliance Requirements, Residential Tenancy and Rooming Accommodation Act, 2008 (RTRAA) and Horizon Housing Policy and Procedures.

The key to success in this role will be the provision of exceptional customer service and building effective and strong relationships with our stakeholders through the provision of regular and quality communication.

Essential Duties and Responsibilities

1. Assist the Property Manager in Providing exceptional customer service to all Horizon Housing Owners and their representatives through:
 - a. Act as the back-up communication conduit for to Horizon Housing Owners and tenants, ensuring quality service is provided.
 - b. Undertake thorough and detailed routine inspections for purpose of providing quality reports and feedback to property Owners.
 - c. Assist in the management of Rental Arrears and other debt collection processes.
 - d. Ensure Quality information and record keeping is available to inform the Queensland Civil and Administrative tribunal (QCAT) process.
 - e. Assist in the management of Residential Tenancy Authority (RTA) Bond processes and loans.
2. Provide exceptional service to all Horizon Housing Tenants.
 - a. Act as the back-up tenant point of contact on behalf of the Owners.
 - b. Ensure Quality information and record keeping is available to inform the Horizon Housing complaints process.
 - c. Assist with the Maintenance enquiry and management process.
 - d. Act in accordance with NRAS Legislation and the RTRAA.
3. Work cooperatively with the Affordable Housing Team, including supporting and contributing to the Compliance process, to ensure the effective operation of the business division.
4. Deliver exceptional Property Management Support Services in accordance with Horizon Housings Strategic Planning Framework and the positions key performance indicators (KPI).
 - a. This position will be held accountable for the meeting of all KPI's.
5. In conjunction with the Senior Property Manager, review and implement policies in accordance with the guidelines of the operation of the organisation.
6. Undertake weekend work as required.
7. Every staff member, volunteer and contractor has a responsibility to ensure the health and safety of both themselves and others. Workplace health and safety responsibilities for this position are as follows:
 - a. Follow WHS policy and procedures.
 - b. Seek advice when needed before starting new or unfamiliar work.
 - c. Be familiar with emergency and evacuation procedures.

- d. Follow the directions of emergency response staff and health and safety staff.
 - e. Know the location of emergency equipment (if trained in its use).
 - f. Wear appropriate clothing and footwear for the work they do.
 - g. Use and maintain protective and safety equipment properly.
 - h. Manage Contractor relationships in accordance with the Horizon Housing Contractor Policies and Procedures.
 - i. Use documented risk management process to manage WHS risks.
 - j. Not wilfully or recklessly endanger anyone's health and safety.
8. Other Duties as Reasonably Expected
 9. This position is subject to KPIs for the above responsibilities.

Delegations

1. No financial delegations are relevant to this position.

Context

This position is a critical component of the Affordable Housing Property Management Lifecycle, supporting the Property Management team in delivering the whole lifecycle.

Key Stakeholders

As a Property Manager for Horizon Housing this position will be responsible for building and maintaining exceptional working relationships with all the following stakeholders:

- Property Owners.
- Property Tenants.
- Potential Tenants.
- Builders.
- Developers.
- Government and other funding body representatives.
- Body Corporate Representative.

Skills, Knowledge, Experience and Qualifications

Skills

1. Exceptional relationship management and communication skills with a focus on delivering quality customer and client services.
2. Meticulous attention to detail and a thorough methodical, systems driven approach to delivering property management outcomes.
3. Compassionate and Empathetic customer service driven approach to Property Management.
4. Strong conflict resolution skills.
5. Effective time management and multi-tasking skills.
6. An ability to troubleshoot and effectively solve problems.
7. An ability to adapt to fast paced changing environments.

Knowledge

1. A strong knowledge of computer systems and processes such as Microsoft Office Suite, Property Management Software or EMS Basix.

Experience

1. Experience working as part of a large corporate property management team.
2. Exposure to working in a KPI Performance Driven environment.
3. Experience working with people from culturally, linguistically and socially diverse backgrounds.

Qualifications

Essential

1. Class C Driver License

Desirable

1. Sales Person Registration Certificate
2. Knowledge of Landlord Insurance processes.
3. Strong knowledge of relevant legislation such as the RTRAA and NRAS legislation.